

**Purchasing Cardholder U.S. Bank Account Set Up,
Reconciliation, and Record Keeping Processing – Cardholder
Desktop Guide**

Prepared for:

Maryland Administrative Office of the Courts
DEPARTMENT OF PROCUREMENT AND CONTRACT ADMINISTRATION



Date: March 13, 2015

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1.0 Overview

The P-Card U.S. Bank Account Set Up, Reconciliation, and Record Keeping process involves the following roles:

- P-Card Cardholder
- P-Card Administrator (PCPA)
- P-Card Program Manager (PCPM)

U.S. Bank will issue Corporate Purchasing Cards to cardholders based on the signed written approval of the State Court Administrator or designee. The card will be issued with the employee's name and with Maryland Judiciary embossed on the plastic. Following the Maryland Judiciary approvals, the PCPA will submit the cardholder's information electronically to U.S. Bank. US Bank will then distribute the Corporate Purchasing Cards directly to the Maryland Judiciary's PCPM. The Judiciary's PCPA will issue cards to Cardholders.

Once cardholders receive their Corporate Purchasing Cards, cardholders must initially self-register their cards by creating their own User ID and Password on U.S. Bank's Access Online site. Access Online is a web-based electronic program management tool that provides the Judiciary's cardholders with quick access to their complete account information enabling individuals to view their account activity and billing statements online. In addition to making individual account management easier, Access Online also provides significant benefits to the entire Judiciary organization. Access Online will aggregate all the Judiciary's purchasing information into one comprehensive database, enabling the Judiciary to better manage purchasing activities and drive cost savings.

Purpose of Desktop Guide

To provide instructions to P-Card Cardholders on the following:

- 1) How to register their Corporate Purchasing Cards on U.S. Bank's Access Online site.
- 2) How to reconcile your corporate transactions and maintain record keeping of your corporate purchases.
- 3) What to do in case your card has fraudulent charges or has been lost or stolen.
- 4) Who to contact.

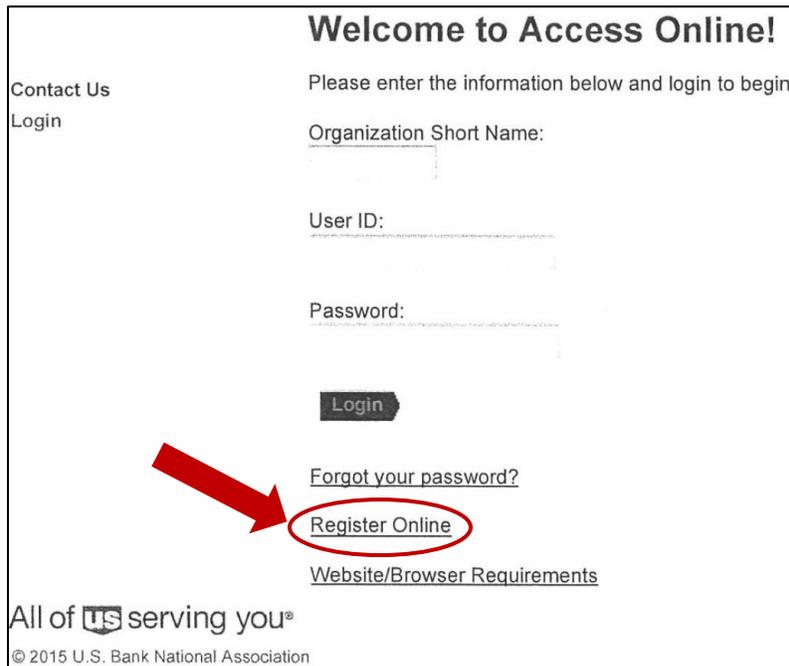
2.0 Desktop Procedure – Corporate Purchasing Card Account Set Up

Upon receiving your Maryland Judiciary issued Corporate Purchasing Card, you must log onto U.S. Bank’s Access Online site and register by creating your own User ID and Password.

2.1 Registering Your Corporate Purchasing Card

When ready to register your Corporate Purchasing Card, login to U.S. Bank’s Access Online website.

Step - Action
1. Go to: https://access.usbank.com .



Welcome to Access Online!

Contact Us
Login

Please enter the information below and login to begin.

Organization Short Name:

User ID:

Password:

Login

[Forgot your password?](#)

[Register Online](#)

[Website/Browser Requirements](#)

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Step - Action
2. Click the Register Online link.

U.S. Bank Access® Online

Online Registration

Add Accounts

Contact Us
Login

To join Access Online, you will need a minimum of one valid account number. "Register This Account" will validate a single account. "Additional Account" will allow multiple accounts to be included in the registration process.

* = required

Organization Short Name: *

Account Number: *

Account Expiration Date:
Month*

Year*

Additional Account

<<Back to Login Page

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Step - Action
3. Enter the Organization Short Name <i>MDJ</i> . NOTE: The Organization Short Name is always <i>MDJ</i> .
4. Enter the Account Number (sixteen digit credit card number).
5. Enter the Account/Credit Card Expiration Date (month and year).
6. Click Register This Account .

U.S. Bank Access® Online

Licensing Agreement

Please read and accept the Licensing Agreement to continue.

Access Online Terms of Service

1. ACKNOWLEDGMENT AND ACCEPTANCE OF TERMS OF ACCESS ONLINE

Access Online, owned and operated by U.S. Bank, is provided to the customer under the terms and conditions of this Access Online Terms of Service (ATS) which incorporates by reference any operating rules or policies that may be published by U.S. Bank. The ATS as it may hereafter be amended or modified without notice, comprises the entire agreement between Customer and U.S. Bank and supersedes all prior agreements between the parties regarding the subject matter contained herein. By logging on to Access Online and clicking the "I Accept" button, you are indicating Customer's agreement to be bound by all of the terms and conditions of the ATS and that you have the authority to so agree on behalf of Customer.

In consideration for access to Access Online, Customer agrees to: (1) provide certain current, complete, and accurate information about Customer as prompted to do so by Access Online; and (2) maintain and update this information as required to keep it current, complete and accurate. All information requested on original sign up shall be referred to as registration data ("Registration Data"). Furthermore, Customer grants U.S. Bank the right to disclose to third parties certain Registration Data about Customer in the aggregate; however, such disclosures will exclude Customer's name, mailing address, e-mail address, account and phone number, unless: (1) Customer expressly directs U.S. Bank, or any other person Customer may specifically designate to disclose such information or (2) U.S. Bank is required to disclose such information by any applicable law or legal process served on U.S. Bank.

If any information provided by Customer is inaccurate, U.S. Bank retains the right to terminate Customer's rights to use Access Online without notice.

2. DESCRIPTION OF ACCESS ONLINE

U.S. Bank is providing Customer with a capability to send and receive electronic data ("Data") via the World Wide Web and on U.S. Bank's own system. Customer must: (1) provide all equipment, including a computer and modem compatible with Access Online, necessary to establish a connection to the World Wide Web; and (2) provide for its own access to the World Wide Web and pay any telephone service fees associated with such access to Access Online.

3. MODIFICATIONS TO TERMS OF ACCESS ONLINE

U.S. Bank may change the terms and conditions of the ATS from time to time without notice to Customer. U.S. Bank will indicate the date of last revision of ATS on the screen accompanying the "I Accept" button. If Customer

All notices to U.S. Bank by Customer shall be in writing and shall be made either via express or conventional mail at the following address:

U.S. Bank
200 South Sixth Street
CPS Customer Service
EP-MN-L26C
Minneapolis, MN 55402

U.S. Bank may broadcast notices or messages through Access Online to inform Customer of changes to the ATS, Access Online, or other matters of importance; such broadcasts shall constitute notice to Customer. At the sole discretion of U.S. Bank, U.S. Bank may elect to provide any notice, message or information concerning Access Online to Customer in writing via express or conventional mail.

13. PROPRIETARY RIGHTS TO CONTENT

Customer acknowledges that content, including but not limited to text, software, music, sound, photographs, video, graphics or other material contained in information presented to Customer by Access Online ("Content") is protected by copyrights, trademarks, service marks, patents or other proprietary rights and laws; therefore, Customer is only permitted to use this Content as expressly authorized by the ATS. Customer may not copy, reproduce, distribute, or create derivative works from this Content without expressly being authorized to do so by Access Online or U.S. Bank.

14. LAWS

The ATS shall be governed by and construed in accordance with the laws of the state of North Dakota, excluding its conflict of law provisions.

Customer and U.S. Bank agree to submit to the exclusive jurisdiction of the courts of the state of North Dakota.

If any provision(s) of the ATS is held by a court of competent jurisdiction to be contrary to law, then such provision(s) shall be construed, as nearly as possible, to reflect the intentions of the parties with the other provisions remaining in full force and effect.

U.S. Bank's failure to exercise or enforce any right or provision of the ATS shall not constitute a waiver of such right or provision unless acknowledged and agreed to by U.S. Bank in writing.

Customer and U.S. Bank agree that any cause of action arising out of or related to this Access Online must commence within one (1) year after the cause of action arose; otherwise, such cause of action is permanently barred.

The section titles in the ATS are solely used for the convenience of the parties and have no legal or contractual significance.

Decline I Accept

Note: If additional assistance is needed, please contact the respective AOC Department staff or the JIS Service Desk.

Step - Action

7. Accept the Licensing Agreement. Click I Accept.

U.S. Bank Access® Online

Contact Us
Login

Online Registration

Password and Contact Information

Organization Short Name: MDJ
Functional Entitlement Group: CHF001

User ID & Password

* = required

Please enter an ID between 7-20 alphanumeric characters and a new case sensitive password between 8-20 characters. Use a combination of letters, numbers and special characters for your password that are easy for you to remember but not for others to guess.

User ID: *
Password: *
Re-enter New Password: *

Authentication

Please select three unique authentication questions and responses. This information will be used in the event that you forget your password.

Authentication Question 1:
Authentication Response 1: *
Authentication Question 2:

Step - Action

- 8. Create Your User ID and Password.** Enter an ID between 7-20 alphanumeric characters and a new case sensitive password between 8-20 characters.
Note: Use a combination of letters, numbers and special characters for your password that are easy for you to remember but not for others to guess.
- 9. Select three unique **Authentication** questions and enter **Authentication Responses** to be used in the event that you forget your password.**

Authentication Response 2: *

Authentication Question 3:

Authentication Response 3: *

Contact Information

First Name:* Last Name:* MI:
Sally Ray

Address 1: * Address 2:
580 Taylor Avenue Suite 400

City: * State/Province: * Zip/Postal Code: *
Annapolis MD 21401

Country: *
USA

Phone Number:* Fax Number:
410-260-000

Email Address: *
sally.ray@mdcourts.gov

NOTE: Your **Contact Information** must be your Maryland Judiciary work information. For example, court location, work email address, and work phone number.

Continue Cancel Registration

Step - Action

10. Enter your **Contact Information**.

- a. First and Last name
- b. Address (must be your work address (e.g., court location)).
- c. Phone Number (must be your work phone number).
- d. Email Address (must be your work/Maryland Judiciary email address).

11. Click the **Continue** button.

Note: If any of the information entered is not valid, the system returns an error message. You have three attempts to correct the information. If all three attempts fail, the account with incorrect information will be locked out from self-registration. You will need to contact U.S. Bank Customer Services at 1.877.887.9260 to unlock your account.

U.S. Bank Access® Online State of Maryland Judiciary
Our Payment Products Logout

Welcome to Access Online Sally Ray

Your last login was 01/27/2015 Language Selection:
American English ▾

Transaction Management
Account Information
Reporting
My Personal Information

Home
Contact Us
Training

Message Center

Message(s) from Access Online

ⓘ User ID has been successfully added.

Purchasing

Acct#/Name: ...2345 SALLY RAY
Account ID: 324129111339

Statement Balance: \$3,050.91 [View Current Statement](#)

Billing Cycle Close Date: 12/26/2014

Current Balance: ⓘ \$0.00
Credit Limit: ⓘ \$25,000.00
Available Credit: ⓘ \$25,000.00

Quick Links

[Manage Home Page Settings](#)
[Manage Contact Information](#)
[Manage Email Notifications](#)
[Run Transaction Detail Report](#)
[View All Statements](#)
[View Last Cycle Transactions](#)
[View Open Transactions](#)

Last 10 Transactions Posted

Posting Date	Merchant	Amount
12/22	INTUIT *QB ONLINE	\$429.95
12/22	WAL-MART #1875	\$104.96
12/17	ISTOCK *INTERNATIONAL	\$2,400.00
12/02	NATIONAL ACADEMY SCIENCES	\$116.00
11/24	MARYLAND ASSOCIATION OF	\$245.00
11/21	FREDPRYOR CAREERTRACK	\$149.00
11/21	FREDPRYOR CAREERTRACK	\$149.00
11/21	ISTOCK *INTERNATIONAL	\$1,250.00
11/21	NEWBAYMEDIA	\$445.00

Step - Action

12. The Welcome to Access Online page displays. You have successfully registered your Corporate Purchasing Card Account when you see this message:

ⓘ User ID has been credit limit successfully added.

This page is used to view your account activity (e.g., current balances, credit limit, and available credit) and billing statements.

****END****This completes the steps for how to Register Your Corporate Purchasing Card.

3.0 Desktop Procedure – Corporate Purchasing Card Reconciliation and Record Keeping

Monitoring your credit card transactions, keeping a Cardholder Transaction Log of purchases, and ensuring that charges are coded to the correct account (object code) are a part of the ongoing Corporate Purchasing Card Reconciliation and Record Keeping process.

3.1 Reconciliation and Record Keeping

Guidelines for reconciling transactions and the Judiciary's record keeping procedures are as follows:

1. A receipt is required for each transaction.
2. Every transaction (**charge or credit**) must be recorded on a Cardholder Transaction Log Sheet, which contains the Cardholder's name, transaction date, merchant name, description of item purchased (including quantity), account to be charged if different from that assigned to Corporate Purchasing card, and amount of purchase. The Cardholder will use this log to reconcile the monthly charges against the credit card statement.
3. *A Monthly Cardholder Statement will be sent by the card vendor (U.S. Bank) to each cardholder after the cutoff on the 25th of each month (**THIS IS NOT A PURCHASING CARD BILL**). The cardholder is responsible for reconciling the Monthly Cardholder Statement with the Transaction Log sheet, attaching all receipts, signing, and returning the package to their immediate supervisor/manager within three (3) days of receipt of the monthly statement.*
4. The cardholders' immediate supervisor/manager or designee as assigned by the Department Head, who has the experience and position to determine if purchases are reasonable and necessary, must certify the accuracy and completeness of the Transaction Log by signing and dating the log. The signature of the immediate supervisor/manager or designee verifies that the applicable receipts/invoices and bank statement are attached to the Transaction Log, as well as the accuracy of the monthly detail, including whether or not the transactions are appropriate. The Transaction Log and original documentation for every charge and credit must be retained by the cardholder as a permanent record of purchase transactions made by them. A copy of the signed Transactions Log is transmitted to the PCPA or District Court's Finance Manager.
5. The cardholder can use the U.S. Bank Access Online feature (<https://access.usbank.com>) to review daily charges to ensure that charges are coded to the correct object code. If the object code is incorrect or assigned to the DEFAULT PCA OBJECT (0995), the cardholder must enter the correct object code. The cardholder can make corrections on-line anytime during the month and up to three (3) days after the cutoff on the 25th day of the month.

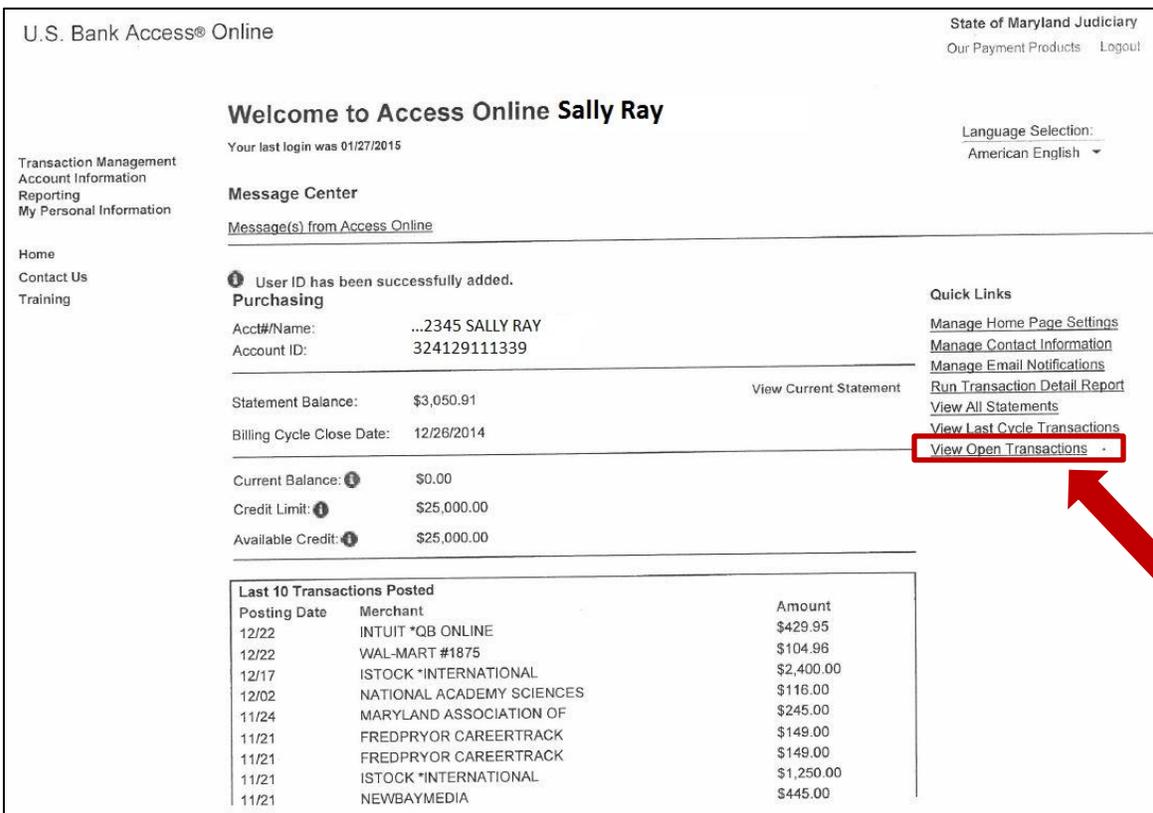
4.0 Desktop Procedure – Corporate Purchasing Card Transaction Management

4.1 Managing Your Corporate Purchasing Card Transactions – Correcting Charge Codes

Review your transactions to ensure that charges are coded to the correct account (object code). You can make corrections by logging into your U.S. Bank account (<https://access.usbank.com>) and using your User Name and Password.

Step - Action

1. Access your U.S. Bank account. Go to: <https://access.usbank.com>. Enter your User Name and Password.



U.S. Bank Access® Online

State of Maryland Judiciary
Our Payment Products Logoul

Welcome to Access Online Sally Ray
Your last login was 01/27/2015

Transaction Management
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[Message\(s\) from Access Online](#)

User ID has been successfully added.
Purchasing

Acct#/Name: ...2345 SALLY RAY
Account ID: 324129111339

Statement Balance: \$3,050.91 [View Current Statement](#)

Billing Cycle Close Date: 12/26/2014

Current Balance: ⓘ \$0.00
Credit Limit: ⓘ \$25,000.00
Available Credit: ⓘ \$25,000.00

Quick Links
[Manage Home Page Settings](#)
[Manage Contact Information](#)
[Manage Email Notifications](#)
[Run Transaction Detail Report](#)
[View All Statements](#)
[View Last Cycle Transactions](#)
[View Open Transactions](#)

Last 10 Transactions Posted

Posting Date	Merchant	Amount
12/22	INTUIT *QB ONLINE	\$429.95
12/22	WAL-MART #1875	\$104.96
12/17	ISTOCK *INTERNATIONAL	\$2,400.00
12/02	NATIONAL ACADEMY SCIENCES	\$116.00
11/24	MARYLAND ASSOCIATION OF	\$245.00
11/21	FREDPRYOR CAREERTRACK	\$149.00
11/21	FREDPRYOR CAREERTRACK	\$149.00
11/21	ISTOCK *INTERNATIONAL	\$1,250.00
11/21	NEWBAYMEDIA	\$445.00

Step - Action

2. Click the **View Open Transactions** link.

U.S. Bank Access® Online State of Maryland Judiciary
Our Payment Products Logout

Transaction Management

Card Account Summary with Transaction List

Card Account Number: *****2345, SALLY RAY
Card Account ID: 324129111339

Trans List

[+] Card Account Summary

Account Number:2345
Account Name: SALLY RAY

Billing Cycle Close Date: Open Search Print Account Activity

[Open Account](#)

[+] Search Criteria [Return to top](#)

[+] Transaction List [Return to top](#)

Records 1 - 1 of 1

[Check All Shown](#) | [Uncheck All Shown](#)

Select	Status	Trans Date	Posting Date	Merchant	City/State	Amount	Detail	Purchase ID	Accounting Code
<input type="checkbox"/>		01/27	01/28	FREDPRYOR CAREERTRACK	800-5563012, KS	\$199.00		001007860965	0995

[Reviewed](#) [Disputed](#) [Reallocated](#) [Trans Detail Level](#)

[Check All Shown](#) | [Uncheck All Shown](#)

Records 1 - 1 of 1

[Reallocate](#) [Mass Reallocate](#) [Change Review Status](#)

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- Step - Action**
3. Review each transaction for accuracy in the **Transaction List** section.
 4. Verify each transaction **Accounting Code**, Vendor (**Merchant**), and **Amount**.

Select	Status	Trans Date	Posting Date	Merchant	City/State	Amount	Detail	Purchase ID	Accounting Code
<input type="checkbox"/>		01/27	01/28	FREDPRYOR CAREERTRACK	800-5563012, KS	\$199.00		001007860965	0995

[Reviewed](#) [Disputed](#) [Reallocated](#) [Trans Detail Level](#)

[Check All Shown](#) | [Uncheck All Shown](#)

Records 1 - 1 of 1

[Reallocate](#) [Mass Reallocate](#) [Change Review Status](#)

- Step - Action**
5. To make changes to the **Accounting Code**, click the checkbox next to the transaction.
 6. Click the **Reallocate** link.

Note: If additional assistance is needed, please contact the respective AOC Department staff or the JIS Service Desk.

U.S. Bank Access® Online State of Maryland Judiciary
Our Payment Products Logout

Transaction Management Reallocation Worksheet

Transaction Management
Transaction List
Account Information
Reporting
My Personal Information

Card Account Number: *****2345, SALLY RAY
Card Account ID: 324129111339

Reallocate transactions by changing the accounting information to allocate the amount to a different cost center. To allocate to additional accounting codes, click the "Add Alloc" link.

After modifying the allocations, click the "Save Allocations" button to save changes. Exclude transactions from the save by selecting "Remove Transaction(s)" checkboxes and optionally clicking the "Remove Transaction(s)" button.

* = required

Remove Trans	Trans Date	Merchant	Amount	Alloc %	Accounting Code - Segment Name (Length)	Favorite	Allocation Source	Last Changed by
<input type="checkbox"/>	01/27/2015	FREDPRYOR CAREERTRACK	\$199.00	Add Alloc	0995 OBJECT (4)	Add as Favorite	Default Acct Code	System

Remove Trans Save Allocations

[<< Back to Transaction List](#)

Remove Trans	Trans Date	Merchant	Amount	Alloc %	Accounting Code - Segment Name (Length)	Favorite	Allocation Source	Last Changed by
<input type="checkbox"/>	01/27/2015	FREDPRYOR CAREERTRACK	\$199.00	Add Alloc	0819 OBJECT (4)	Add as Favorite	Default Acct Code	System

Remove Trans [Save Allocations](#)

[<< Back to Transaction List](#)

- Step - Action**
7. Change/update the **Accounting Code** to the correct account (object) code.
 8. Click the **Save Allocations** link.

Transaction Management
Card Account Summary with Transaction List

Card Account Number: *****2345, SALLY RAY
Card Account ID: 324129111339

Trans List

Request has been successfully completed.

[-] Card Account Summary

Account Number: ...2345
Account Name: SALLY RAY
Billing Cycle Close Date: Open Search Print Account Activity

Open Account

[+] Search Criteria [Return to top](#)

[-] Transaction List [Return to top](#)

Records 1 - 1 of 1

[Check All Shown](#) | [Uncheck All Shown](#)

Select	Status	Trans Date	Posting Date	Merchant	City/State	Amount	Detail	Purchase ID	Accounting Code
<input type="checkbox"/>		01/27	01/28	FREDPRYOR CAREERTRACK	800-5563012, KS	\$199.00		001007860965	0819

Reviewed Disputed Reallocated Trans Detail Level

[Check All Shown](#) | [Uncheck All Shown](#)

Records 1 - 1 of 1

Reallocate Mass Reallocate Change Review Status

Step - Action

9. The system returns to the Transaction Management page. Verify that the **Accounting Code** changed. If you have more than one transaction, continue reviewing each transaction and change the **Accounting Code** accordingly.

****END**** This completes the steps for *Correcting the Charge (Accounting Codes) for Your Corporate Purchasing Card Transactions*.

4.2 Managing Your Corporate Purchasing Card Transactions – Viewing All Transactions

To view all of your corporate purchasing card transactions, return to the Transaction Management page.

U.S. Bank Access® Online

State of Maryland Judiciary
Our Payment Products Logout

Transaction Management

Card Account Summary with Transaction List

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Training

Card Account Number: *****2345, SALLY RAY
Card Account ID: 324129111339
» Trans List

[-] Card Account Summary

Account Number: ...2345
Account Name: SALLY RAY
Billing Cycle Close Date: All Search Print Account Activity
Open Account

[-] Search Criteria Return to top

[-] Transaction List Return to top

Records 1 - 25 of 62
Page: 1 | 2 | 3

Check All Show | Uncheck All Show

Select	Status	Trans Date	Posting Date	Merchant	City/State	Amount	Detail	Purchase ID	Accounting Code
<input type="checkbox"/>		01/27	01/28	FREDPRYOR CAREERTRACK	800-5563012, KS	\$199.00		001007860665	0819
<input type="checkbox"/>		12/21	12/22	INTUIT *QB ONLINE	800-286-6800, CA	\$429.95		169419720	0632
<input type="checkbox"/>		12/19	12/22	WAL-MART #1875	SEVERN, MD	\$104.96		94291763	0401
<input type="checkbox"/>		12/16	12/17	ISTOCK *INTERNATIONAL	866-478-6251, WA	\$2,400.00		25083386	0999
<input type="checkbox"/>		12/01	12/02	NATIONAL ACADEMY SCIENCES	202-3341960, DC	\$116.00		1548026	0915
<input type="checkbox"/>		11/21	11/24	MARYLAND ASSOCIATION OF	410-2966250, MD	\$245.00		VQCEB6E9A666	1305
<input type="checkbox"/>		11/20	11/21	FREDPRYOR CAREERTRACK	800-5563012, KS	\$149.00		016580219	0995
<input type="checkbox"/>		11/20	11/21	FREDPRYOR CAREERTRACK	800-5563012, KS	\$149.00		016580216	0995
<input type="checkbox"/>		11/20	11/21	ISTOCK *INTERNATIONAL	866-478-6251, WA	\$1,250.00		24857534	0999
<input type="checkbox"/>		11/20	11/21	NEWBAYMEDIA	212-378-0406, NY	\$445.00		5BVJZ2TH59NBC	0999
<input type="checkbox"/>		11/20	11/21	NEWBAYMEDIA	212-378-0406, NY	\$445.00		5BVJZ2TH5B7P2	0999
<input type="checkbox"/>		11/14	11/17	AMERICAN BAR ASSOCIATION	800-265-2221, IL	\$50.00		787951	0819
<input type="checkbox"/>		11/06	11/10	THE HILTON GARDEN INN	7572299230, VA	\$274.92		00004270397572299230	0401
<input type="checkbox"/>		11/06	11/10	THE HILTON GARDEN INN	7572299230, VA	\$332.70		00004270307572299230	0401

Step - Action
1. Billing Cycle Close Date , click the dropdown box arrow and select, All .
2. A list of all of your transactions will appear in the Transactions List section.
3. If you made changes to an account code, there will be a symbol next to the transaction. The lock symbol next to a transaction means that you cannot make any more changes to an account code, changes must be made in GEARS.
END This completes the steps for <i>Viewing All Transactions for Your Corporate Purchasing Card</i> .

5.0 Desktop Procedure – Corporate Purchasing Cards Lost, Stolen, or Fraudulent Charges

5.1 Dispute/Incorrect Charges/Amount

1. When a cardholder discovers an incorrect amount has been charged for goods and/or services received, or a questionable purchase or transaction appears on the monthly cardholder bank statement, the cardholder must immediately seek to resolve the problem with the vendor. If no resolution can be made with the vendor, then a call should be made to U.S. Bank and they will credit the account and resolve the problem with the vendor.

NOTE: Notify the PCPA immediately.

2. The card vendor (U.S. Bank) will issue an adjustment to the balance due until the dispute has been resolved. If the resolution of the dispute results in a credit, it will be posted to the cardholder account.
3. The cardholder must post the credit to the Transaction Log and verify that the credit appears on the subsequent monthly bank statement.

5.2 What To Do If Card Has Fraudulent Charges or Is Lost or Stolen?

If your Corporate Purchasing Card has fraudulent charges or is lost or stolen, **you must contact U.S. Bank's Customer Service (800-344-5696) immediately.** This number is available 24 hours a day, 7 days a week / 365 days a year. Lost cards or fraudulent charges reported by telephone are blocked immediately. If requested before 3:00 P.M. EST, a cardholder will usually receive an emergency replacement card within 24 hours.

NOTE: Notify the PCPA immediately of Lost or Stolen cards or if the card has fraudulent charges. Also, if a replacement card is required, it is imperative that you notify DPCA when it is received to prevent issues in processing subsequent statements.

5.3 Contact Information

U.S. Bank Customer Service Desk: 1-800-344-5696 (Press * for a Customer Service Representative)

Purchasing Card Program Administrator (PCPA): Lisa Lee, 410-260-1263 or Yashica Forrester, 410-260-3591

Purchasing Card Program Manager (PCPM): Lisa Peters, 410-260-1265

General Cardholder and Procurement Information: Lisa Lee, 410-260-1263 or Yashica Forrester, 410-260-3591

District Court Finance Manager: Larry Tucker, 410-260-1206